



Administrative Services

December 14, 2005

05-07 Program Plan Activities

- **Manage Agency Facilities**
- **Manage Agency Vehicles**
- **Provide Application, Data and GIS Services**
- **Provide and Support Network Services**
- **Provide Computer User/desktop Support**
- **Manage Agency Records**
- **Provide and Support Internet/intranet Services**



Manage Agency Records

The ideal – but not real - life of an Ecology record...

1. A SWRO Toxics Cleanup Program employee receives a Voluntary Cleanup Report from ABC, Inc.

2. TCP employee reviews and approves the report, generates companion documents, and starts an ABC, Inc. file – this file is part of the **“Toxics Cleanup Site Files”** record series.

This usually is where the breakdown begins...

3. 15 months after the creation of this file, the issue/file is no longer active, so the SWRO Records Coordinator prepares this file, and any others in this series that are ready, for storage. This includes preparing a ‘transmittal’ in the CRISS data base.

5. CRISS automatically notifies Ecology’s Central Records staff that a transmittal has been entered, and they check it against the retention schedule for that record series.

6. The box containing the records is picked up by Ecology’s Central Records staff, a barcode and label is placed on the box, and someone from the Division of Archives picks it up and takes it to the Records Center in Tumwater, to be stored at Ecology’s expense, for the duration of the schedule.

7. When the 9 years have passed (according to the retention schedule), the box is moved to Archives for permanent storage, as designated by a statewide records committee, and paid for by the Secretary of State’s office. These records may still be retrieved for reference or to fill a Public Records Request.





Manage Agency Records

Measure: % of records series for which records were sent to Central Records (Ecology) for management

First Quarter 05-07 = 3%



Why is it important to manage records?

- ✓ The agency has established policies and procedures (Chapter 10) according to best practices and statutory requirements to keep the agency out of trouble.
- ✓ Must be able to locate records for informational purposes and to fulfill public records requests.
- ✓ The agency has lost lawsuits because records were not managed according to established policies and procedures.
- ✓ In order to automate records management, the agency must consistently follow established policies and procedures.
- ✓ It costs money to store records, and they're extremely vulnerable when improperly stored (flood in Yakima).
- ✓ The agency is liable for disclosing records that have not been archived (once archived, responsibility shifts to the Secretary of State's office).

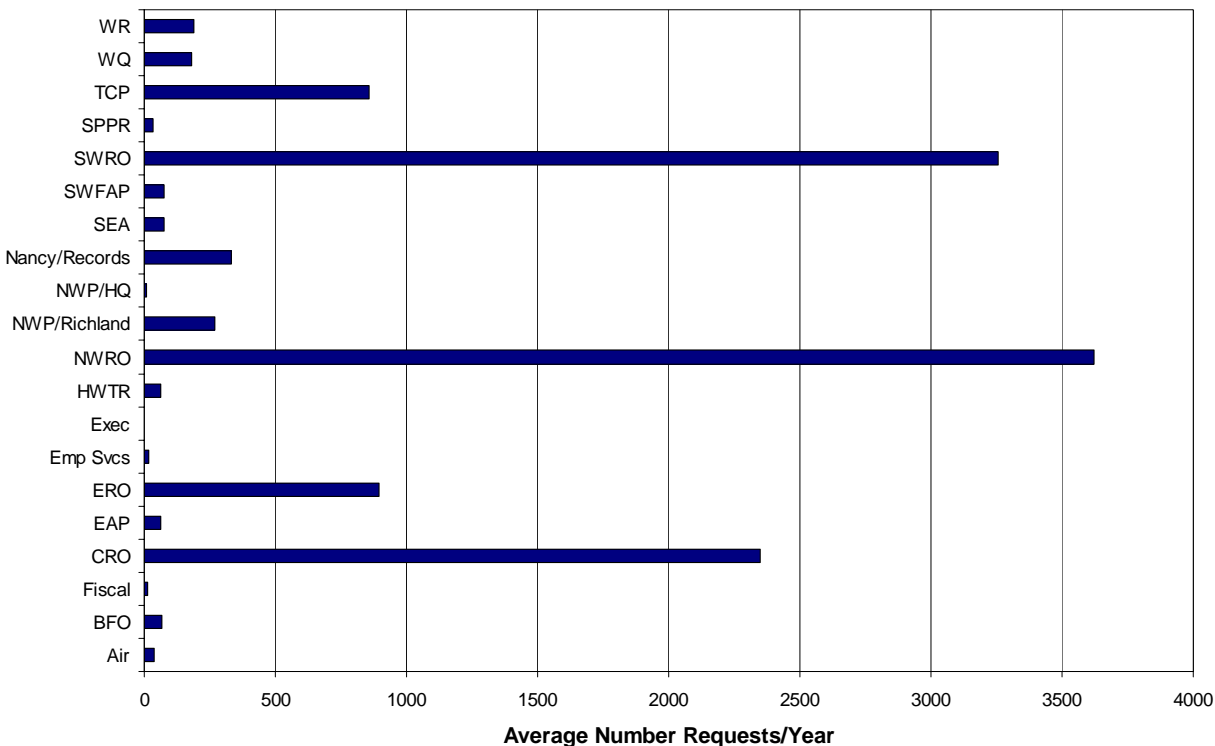


Manage Agency Records

Barriers to complying with retention schedules:

- Inadequate staffing levels in programs and regions - 7 programs do **not** have records coordinators
- Lack of understanding about records management system
- It's human nature to fear losing 'control' of important documents

Public Disclosure Requests/Pgm & Location - Avg 2001-04



Strategies:

- ✓ Establish appropriate retention schedules for all records
- ✓ Provide training for all staff and work with managers to understand records management and associated policies and procedures
- ✓ Invest in an e-mail indexing and management system